

From: Gary Heine/=TMS/Toyota.

Sent:5/28/2009 3:51 PM.

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Cc: [-]

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Subject: Fw: Toyota PQSS Executive Summary through May 23, 2009.

Regards,
Gary Heine
Quality Assurance Powertrain Manager
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----- Forwarded by Gary Heine/TMS/Toyota on 05/28/2009 03:51 PM -----

"Colacurcio, Joe" <Joe.Colacurcio@nielsen.com>

05/28/2009 03:32 PM

To <greg_bryan@toyota.com>

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Subject Toyota PQSS Executive Summary through May 23, 2009

Good afternoon,

Attached, please find the Toyota Quality Executive Summary report reflecting data from May 10, 2009 – May 23, 2009. The reporting site (<http://toyota.reports.buzzmetrics.com/main.asp>) has been updated with this latest information. Please note that beginning with this report, "Prius Current Generation" and "RX 350 Current Generation" refer to the 2010 models.

Toyota

4Runner Current Generation

- Engine Ticking Noise
- Failed Transfer Case, 4WD Actuator Assembly
- Warning Lamps Illuminated

4Runner Previous Generation

- Skid Control ECU

Avalon Overall

- Paint Quality

Camry Current Generation

- Vibrations at Idle while in Drive
- Transmission Hesitation/Flare
- Poor Radio Reception
- New Struts and Rotors at 35,000 Miles
- Engine Noise

Camry Hybrid Overall

- Bluetooth Issues with iPhone 3G

Camry Previous Generation

- Fuse Panel Odor

Corolla Current Generation

- EPS Issues
- Paint Problems
- Engine Vibrations/Potential Motor Mount Issues
- Test Drive Revealed Rattles
- Preference for 5-SP Auto

Corolla Previous Generation

- ECM Problem
- Head Gasket Issue

Highlander Current Generation

- Vibrations

Highlander Previous Generation

- HVAC Issues

Highlander Hybrid Current Generation

- OEM Tire Replacement

Highlander Hybrid Previous Generation

- Steering Failure

Matrix Current Generation

- Multiple Quality Issues

Matrix Previous Generation

- Tire Wear

Prius Current Generation

- Navigation System "Really Horrible"

Prius Previous Generation

- Rattles
- HID Problems
- Inverter Coolant Pump Problems
- Shattered Rear Glass
- MFD Failure
- ABS Glitch/Failure
- A/C Failure
- Hybrid Battery Failure
- Rear Wheel Bearing Replacement

RAV4 Current Generation

- Numerous Problems/Declining Toyota Quality
- Differential Leak
- Hood Rust Issue
- Alloy Wheel Corrosion

Sequoia Current Generation

- Steering Wheel Shake

Sienna Current Generation

- Catalytic Converter, Other Problems
- Rusted Power Steering Shaft
- Shattered Rear Glass
- Door Problems
- Rattling Dash

Sienna Previous Generation

- Water Leak/ "Mold Problem"

Tacoma Current Generation

- "Worst Truck Ever Owned"
- Acceleration Vibration/Shudder
- Rear Suspension Squeak after TSB
- Engine Mount Collapse/Failure
- "Squishy" Brake Noise
- Surface Rust

Tacoma Previous Generation

- Frame Rust

Tundra Current Generation

- General Complaints
- Front-end Differential/Vibration Problems
- Refueling Problems
- Potential Transmission Hesitation Problems

Tundra Previous Generation

- Frame Rust

Venza Overall

- Dashboard Rattles

Lexus

ES 350 Overall

- Wind Noise TSB

GS 350 Overall

- Pulls to the Right
- Road Noise and Rough Ride
- Wheel Corrosion

GS 430 Overall

- Speaker Static and Popping
- Shifting Difficulty

GS 450h Overall

- Rattles

IS 250 Overall

- Creaking Noise
- Sudden Acceleration
- Brake TSB
- Engine Shake

IS 350 Overall

- Radiator Cap Overflows

IS-F Overall

- Rattles, General Disappointment

LS 430 Overall

- A/C Refrigerant Audible during Idle

LS 460 Overall

- Trunk Latch Jammed
- XM Radio – Preview Channel Only

LX 570 Overall

- Brake Noise

RX 330 Current Generation

- Battery or Alternator Issue
- Grinding Noise
- Window Trim Pieces Came Off

RX 350 Current Generation

- Vehicle Stalls Between Reverse and Drive

SC 430 Overall

- Retractable Top Stuck

Scion

tC Overall

- Difficulty Shifting Out of First Gear
- Rough Idle

xB Previous Generation

- A/C Blows Warm Air

xD Overall

- Lost Power, CEL, Sulfur Smell

Please let us know if you have any questions.

Thanks,

Joe Colacurcio

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